

PATENTS  
108041-0012**REMARKS**

We would like to thank the Examiner and his supervisor for a telephone interview in which the claims and the principal cited references were discussed. Also, we would like to thank the Examiner for his suggestions regarding the subject matter for additional claims. In response to the Examiner's comments, we have amended the claims to more particularly point out that the system is directed to household appliances and also that there are two levels of analysis that take place in the system, namely, one level of analysis that occurs in the respective households at the various appliances and a second, more detailed, level of analysis that occurs at a center that receives messages and data from a plurality of households. Further, we have added new independent and dependent claims suggested by the Examiner.

As discussed, the current two-level system is designed to work with household appliances in a plurality of households and thus with unsophisticated users. Accordingly, the system differs from the Vines system and the Canada et al system, which are each designed as self-contained systems for use within a given industrial facility, such as a factory. The Vines and Canada systems are each designed to work with industrial machinery, which is run by relatively sophisticated users or operators and is serviced by dedicated service personnel. There is thus no need of a center that handles messages from a plurality of otherwise unrelated facilities and performs further analysis to determine the service requirements of machines at the respective facilities, and/or that notifies appropriate users who may or may not be in the vicinity of the machines of the machines' needs of service and/or attention, and so forth. Further, there is no teaching or suggestion in Vines or Canada to combine the industrial systems with systems that monitor household appliances.

In light of the above, we ask that the Examiner reconsider his rejections and issue a Notice of Allowance for claims 1-33, as amended, and new claims 34-39.

PATENTS  
108041-0012

Please charge any fee occasioned by this paper to our Deposit Account

No. 03-1237.

Respectfully submitted,



Patricia A. Sheehan

Reg. No. 32,301

CESARI AND MCKENNA, LLP

88 Black Falcon Avenue

Boston, MA 02210-2414

(617) 951-2500

3:29 PM 9/9/03 Transmission Record  
Received from remote ID ""  
Unique ID: "JWE3F5DF21037C3"  
Elapsed time: 4 minutes, 52 seconds.  
Used channel 1.  
No ANI data.  
No AOC data.  
Resulting status code (0): No Errors  
Pages sent: 1 - 16

**BEST AVAILABLE COPY**